

EXHIBIT 3

Complaint History

As an interexchange provider providing services nationwide, a small number of complaints (19) have been filed and resolved without penalty to TWN since 2000. Those complaints are summarized below.

No complaints have been filed before the ICC.

<u>AGENCY / STATE</u>	<u>DATE</u>	<u>TYPE / STATUS</u>
FCC – IN	04-12-2004	Informal Complaint, Fraud Calls-modem switch scam. Status: Closed. TWN not at fault.
FCC – IN	04-05-2004	Informal Complaint, Fraud Calls-modem switch scam. Status: Closed. TWN not at fault.
OCC – OH	03-22-2004	Informal Complaint, Fraud Calls-modem switch scam. Status: Closed. TWN not at fault.
PUC – CA	03-23-2004	Informal Complaint, Alleged Slam Status: Closed. TWN not at fault.
TRA – TN	12-15-2003	Billing Error Status: Resolved. Customer refunded.
PSC – MI	10-09-2003	Unauthorized Charges Status: Closed, TWN not at fault.
PSC – MI	06-16-2003	Billing Error Status: Downgraded to inquiry. TWN not at fault.
PSC – MI	03-24-2003	Billing Error Status: Resolved. Customer account credited.
PSC – MI	04-15-2003	Billing Error Status: Downgraded to inquiry-Customer error.
PSC – MI	01-23-2002	Service Trouble Status: Resolved. Goodwill credit issued.
FCC – IN	02-23-2004	Informal Complaint, Alleged slam attempt Status: Closed. TWN not at fault.
FCC – IN	07-23-2003	Informal Complaint, Calls made by minor. Status: Closed. TWN not at fault.
FCC – IN	07-16-2003	Informal Complaint, Fraud Calls-modem switch scam. Status: Closed. TWN not at fault.
FCC – IN	06-04-2003	Informal Complaint, Fraud Calls-modem switch scam. Status: Closed. TWN not at fault.
FCC – IN	05-21-2003	Informal Complaint, Fraud Calls-modem switch scam. Status: Closed. TWN not at fault.
FCC – IN	10-03-2002	Informal Complaint, Unauthorized Calls Status: Closed. TWN not at fault.
FCC – IN	03-14-2002	Informal Complaint, Federal Excise Tax Status: Closed. TWN not at fault.
FCC – IN	03-10-2001	Informal Complaint. “Incomplete” Int’l Call. Status: Closed. No fault-no credit.
FCC – IA	01-16-2001	Informal Complaint. Toll-Free Billed after disco’d. Status: Closed. Customer account credited.